

Automobile
2009 Complaint Index

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	34789	21st Century Centennial Insurance Company	8,220,803	4	1.55
2	12963	21st Century Insurance Company	1,798,191	4	7.08
3	36587	21st Century National Insurance Company	6,945,520	4	1.83
4	32220	21st Century North America Insurance Company	1,443,629	3	6.61
5	42609	Affirmative Insurance Company	6,323,917	12	6.04
6	12188	Alfa Vision Insurance Corporation	4,467,721	5	3.56
7	42579	Allied Property And Casualty Insurance Company	14,424,809	4	0.88
8	19240	Allstate Indemnity Company	10,739,802	5	1.48
9	19232	Allstate Insurance Company	65,393,174	26	1.26
10	17230	Allstate Property And Casualty Insurance Company	110,962,161	37	1.06
11	38156	Alpha Property And Casualty Insurance Company	300,192	1	DNC
12	19100	AMCO Insurance Company	9,148,983	5	1.74
13	10730	American Access Casualty Company	9,172,933	31	10.75
14	19275	American Family Mutual Insurance Company	139,664,432	43	0.98
15	10864	American Freedom Insurance Company	1,454,722	9	19.68
16	19380	American Home Assurance Company	926,209	1	DNC
17	28401	American National Property And Casualty Company	9,199,760	1	0.35
18	42897	American Service Insurance Company	6,027,153	25	13.20
19	19283	American Standard Insurance Company of Wisconsin	15,246,011	5	1.04
20	19976	Amica Mutual Insurance Company	3,702,129	1	0.86
21	11558	AssuranceAmerica Insurance Company	1,062,053	4	11.98
22	15512	Automobile Club Inter-Insurance Exchange	1,496,214	2	4.25
23	18988	Auto-Owners Insurance Company	40,467,221	7	0.55
24	19658	Bristol West Insurance Company	27,834,324	20	2.29
25	16713	Buckeye State Mutual Insurance Company	4,290,395	1	0.74
26	20230	Central Mutual Insurance Company	10,502,776	1	0.30
27	10052	Chubb National Insurance Company	1,876,950	1	1.69
28	10677	Cincinnati Insurance Company	27,013,335	2	0.24
29	31534	Citizens Insurance Company Of America	4,130,825	2	1.54
30	10395	Citizen's Insurance Company Of The Midwest	3,672,507	1	0.87
31	21261	Electric Insurance Company	1,286,920	1	2.47
32	15130	Encompass Indemnity Company	398,804	2	DNC
33	26263	Erie Insurance Company	3,180,708	3	3.00
34	26271	Erie Insurance Exchange	64,009,593	13	0.65
35	25712	Esurance Insurance Company	9,302,625	6	2.05
36	24201	Farmers Automobile Insurance Association	23,736,288	3	0.40
37	19852	Financial Indemnity Company	781,952	3	DNC
38	10336	First Acceptance Insurance Company, Inc.	4,951,377	7	4.50
39	13587	First Chicago Insurance Company	3,406,766	2	1.87
40	33588	First Liberty Insurance Corporation	800,169	1	DNC
41	24724	First National Insurance Company of America	None	1	DNC
42	14249	Founders Insurance Company	15,963,213	26	5.18
43	21253	Garrison Property & Casualty Insurance Company	1,647,367	1	1.93
44	41491	GEICO Casualty Company	2,339,094	1	1.36
45	35882	GEICO General Insurance Company	52,216,073	24	1.46
46	22055	GEICO Indemnity Company	34,342,329	14	1.30
47	10648	Geneva Insurance Company	2,726,815	3	3.50
48	22063	Government Employees Insurance Company	14,766,268	1	0.22
49	14060	Grange Mutual Casualty Company	6,946,407	1	0.46
50	23809	Granite State Insurance Company	(21,483)	2	DNC
51	16691	Great American Insurance Company	None	1	DNC
52	14117	Grinnell Mutual Reinsurance Company	2,583,863	1	1.23

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53	42331	Guideone America Insurance Company	2,321,933	3	4.11
54	42803	Guideone Elite Insurance Company	1,537,693	1	2.07
55	22292	Hanover Insurance Company	16,511,043	10	1.93
56	22357	Hartford Accident And Indemnity Company	1,185,555	1	2.68
57	37478	Hartford Insurance Company Of The Midwest	4,632,952	2	1.37
58	30104	Hartford Underwriters Insurance Company	7,822,638	1	0.41
59	14176	Hastings Mutual Insurance Company	19,484,277	4	0.65
60	27570	Hoosier Insurance Company	11,454,915	4	1.11
61	29068	IDS Property Casualty Insurance Company	4,908,605	3	1.94
62	21679	Illinois Farmers Insurance Company	47,219,085	12	0.81
63	22624	Indiana Farmers Mutual Insurance Company	63,039,883	7	0.35
64	22659	Indiana Insurance Company	50,160,998	12	0.76
65	38806	Insura Property And Casualty Insurance Company	3,413,737	10	9.32
66	19429	Insurance Company Of The State Of Pennsylvania	1,279,614	3	7.46
67	10922	Insuremax Insurance Company	5,728,404	5	2.78
68	10914	Kemper Independence Insurance Company	1,430,518	1	2.22
69	13722	KnightBrook Insurance Company	None	1	DNC
70	23035	Liberty Mutual Fire Insurance Company	32,671,706	12	1.17
71	21229	MemberSelect Insurance Company	15,011,966	3	0.64
72	33650	Mendota Insurance Company	819,950	1	DNC
73	23353	Meridian Security Insurance Company	11,017,672	2	0.58
74	24821	Meritplan Insurance Company	165,925	1	DNC
75	34339	Metropolitan Group Property And Casualty Insurance Co	10,220,833	1	0.31
76	26298	Metropolitan Property And Casualty Insurance Company	12,482,701	2	0.51
77	21687	Mid-Century Insurance Company	7,060,920	1	0.45
78	23434	Middlesex Insurance Company	(5,442)	1	DNC
79	41653	Milbank Insurance Company	15,350,899	1	0.21
80	14621	Motorists Mutual Insurance Company	13,671,468	2	0.47
81	42447	National General Assurance Company	6,289,270	2	1.01
82	20184	National Mutual Insurance Company	6,431,326	2	0.99
83	19445	National Union Fire Insurance Company Of Pittsburgh	806,017	2	DNC
84	23760	Nationwide General Insurance Company	None	1	DNC
85	23787	Nationwide Mutual Insurance Company	30,180,715	4	0.42
86	24171	Netherlands Insurance Company	252,203	1	DNC
87	24074	Ohio Casualty Insurance Company	96,402	1	DNC
88	39098	Omni Insurance Company	4,631,966	9	6.18
89	32700	Owners Insurance Company	12,809,280	1	0.25
90	24228	Pekin Insurance Company	2,408,921	1	1.32
91	37648	Permanent General Assurance Corporation	5,103,154	5	3.12
92	16322	Progressive Direct Insurance Company	3,423,883	1	0.93
93	42919	Progressive Northwestern Insurance Company	8,084,646	2	0.79
94	44695	Progressive Paloverde Insurance	97,407,951	16	0.52
95	38784	Progressive Southeastern Insurance Company	91,650,661	18	0.62
96	34690	Property And Casualty Insurance Company Of Hartford	11,909,370	4	1.07
97	20133	Response Worldwide Direct Auto Insurance Company	58,142	1	DNC
98	25405	Safe Auto Insurance Company	29,520,917	37	3.99
99	24740	Safeco Insurance Company Of America	7,910	1	DNC
100	39012	Safeco Insurance Company Of Illinois	14,889,747	6	1.28
101	40460	Sagamore Insurance Company	1,805,872	3	5.28
102	19259	Selective Insurance Company Of South Carolina	5,301,044	1	0.60
103	39926	Selective Insurance Company of the Southeast	951,372	1	3.34
104	11000	Sentinel Insurance Company, Ltd.	182,433	1	17.44

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105	23388	Shelter Mutual Insurance Company	15,457,200	3	0.62
106	15199	Standard Mutual Insurance Company	8,014,557	3	1.19
107	25127	State Auto Property And Casualty Insurance Company	None	1	DNC
108	25143	State Farm Fire and Casualty Company	41,777,663	2	0.15
109	25178	State Farm Mutual Automobile Insurance Company	629,970,357	82	0.41
110	22683	Teachers Insurance Company	2,333,624	1	1.36
111	13242	Titan Indemnity Company	2,894,487	3	3.30
112	28188	Travco Insurance Company	26,062,327	6	0.73
113	27120	Trumbull Insurance Company	7,515,940	2	0.85
114	40118	Trustgard Insurance Company	12,949,488	3	0.74
115	29459	Twin City Fire Insurance Company	684,535	1	DNC
116	23868	UFB Casualty Insurance Company	2,432,403	1	1.31
117	10655	Unique Insurance Company	1,262,504	6	15.12
118	35319	United Automobile Insurance Company	1,334,563	1	2.38
119	15288	United Farm Family Mutual Insurance Company	237,848,566	48	0.64
120	25941	United Services Automobile Association	23,036,584	2	0.28
121	10915	Unitrin Direct Property & Casualty Company	1,947,247	2	3.27
122	42862	Universal Casualty Company	1,665,736	54	103.13
123	25968	USAA Casualty Insurance Company	14,418,874	4	0.88
124	18600	USAA General Indemnity Company	3,440,487	3	2.77
125	10105	Victoria Select Insurance Company	7,591,289	5	2.10
126	13137	Viking Insurance Company Of Wisconsin	2,261,039	1	1.41
127	44393	West American Insurance Company	8,786,825	1	0.36
128	15350	West Bend Mutual Insurance Company	7,401,971	1	0.43
129	26131	Western Reserve Mutual Casualty Company	11,798,105	3	0.81
130	37770	Western United Insurance Company	26,476,106	9	1.08
131	24120	Westfield National Insurance Company	12,287,246	1	0.26

Subtotal Premium and Complaints	2,599,727,372	861
110 Companies with Zero Complaints	<u>139,371,167</u>	
Total Premium and Complaints	2,739,098,539	861

Report does not include 110 companies with zero complaints.

DNC- did not calculate (premiums under \$1 million)

None - No premium was reported during 2009.

Premium information from Property & Casualty Annual Statement Page 19, Lines 19.1, 19.2 & 21.1, Column